

HRMS Professional User Security Emergency Request Process

One of the following criteria must be met in order for the Security Emergency Request Process to be used.

Professional user:

1. Locked out and it is Payroll Day 1, 2 or 3.
2. Not able to complete an action due to security issue that is needed during payroll Day 1, 2 or 3.
3. Immediate need for Professional Access to HRMS or role addition for payroll Day 1, 2 or 3 activities.
4. Access to HRMS needs to be removed prior to separation action.

Employee or Agency:

1. Contacts DES Service Center via high importance e-mail and includes HRMS Central Security, HRMSSecurity@dop.wa.gov, as a CC on the request.

Note: Do not submit to an individual member of the team.

- a. Subject line of the e-mail must include one of the following:

- (Day1, Day 2, Day3) Security Emergency Request
- Time Sensitive HRMS Access Change

2. Provides the following information:

- a. UserID

- b. The criteria (1, 2, 3 or 4) that qualifies this request as an emergency

- c. For criteria #2 – not able to complete an action, please specify:

- What you were doing or trying to access when the problem occurred
- Error message received or screen prints to help resolve issue

3. If request is to add (criteria #3) or remove (criteria #4) HRMS Professional Access, the Agency Security Requestor must submit an approved HRMS Professional User Access Request form.

HRMS Central Security:

4. Completes request and notifies professional user and/or Agency Security Requestor

DES Service Center:

5. Creates a ticket for HRMS Central Security.

Note: HRMS Central Security will handle the request based on the e-mail and will update the ticket after it is created.